

CHANGE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

1100.2C CHG 6

10/2/89

SUBJ: ORGANIZATION — FAA HEADQUARTERS

1. **PURPOSE.** This change transmits a new Chapter 94, Office of Air Traffic System Effectiveness.
2. **EXPLANATION OF CHANGES.**

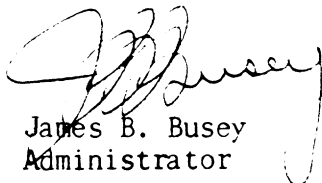
a. The Office of Air Traffic Evaluations and Analysis is abolished.

b. The Office of Air Traffic System Effectiveness (ATH) is established with responsibility for conducting system-wide evaluations and analyses of the quality and effectiveness of air traffic services, programs, policies, standards, and procedures. Previously, the Office of Air Traffic Evaluations and Analysis was responsible only for en route, Level V terminals, and selected facility evaluations. The Evaluations Division will be responsible for the regional evaluation functions. The Accident and Incident Division (ATH-200) will be responsible for conducting investigations and evaluations involving air traffic incidents and aircraft accidents where air traffic functions are involved. The System Improvements Division (ATH-300) is established for the development and implementation of quality control/assurance programs and standards within the air traffic control system. This division will also act as a "think tank" to facilitate improvements to the air traffic system.

3. **DISPOSITION OF TRANSMITTAL.** After filing the revised pages, this change transmittal should be retained.

PAGE CONTROL CHART

Remove Pages	Dated	Insert Pages	Dated
xxi and xxii	2/6/89	xxi	2/6/89
		xxii	10/2/89
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James B. Busey
Administrator

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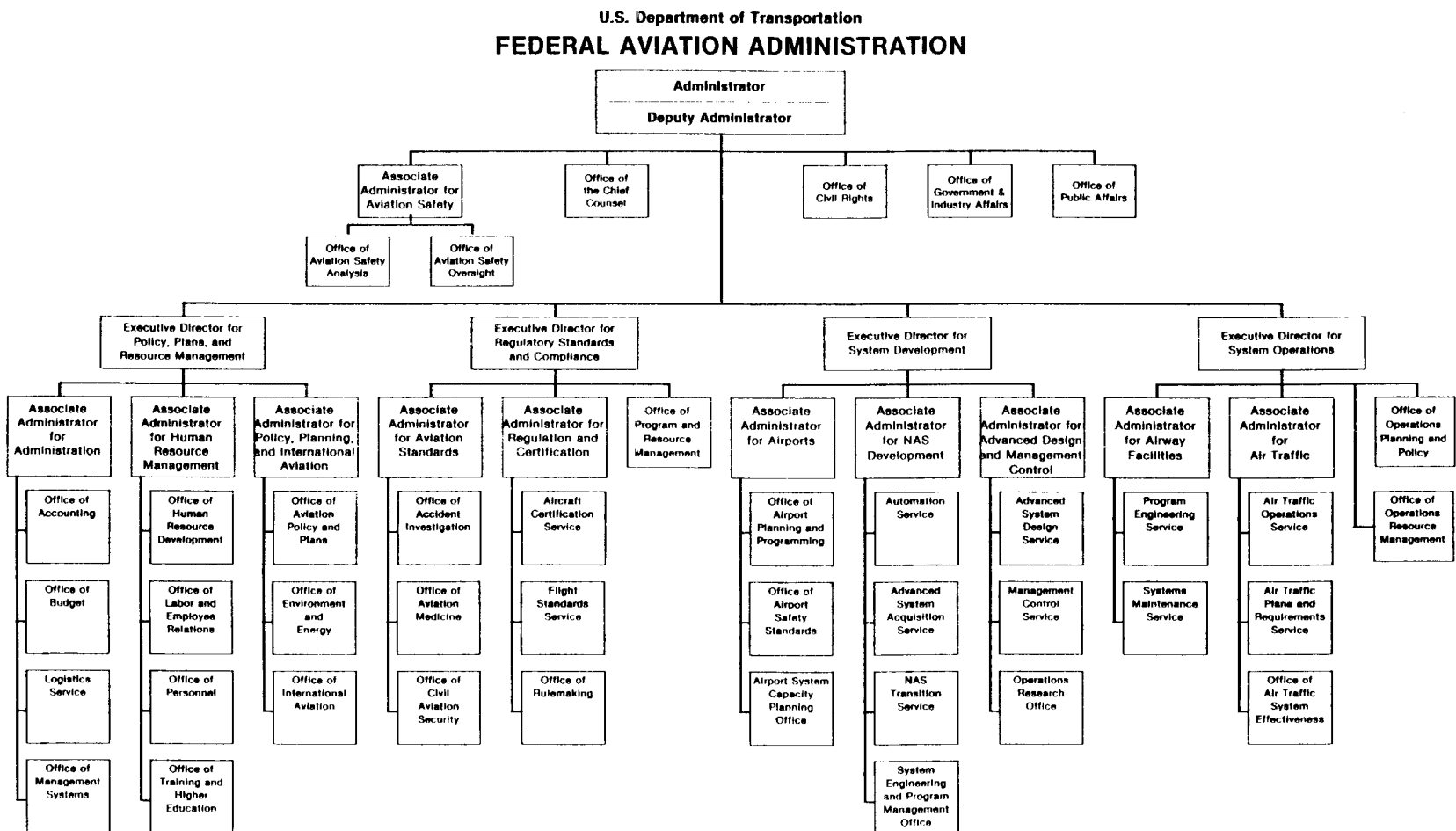
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CHAPTER 1. GENERAL

FIGURE 1-1. FAA HEADQUARTERS ORGANIZATION



FAA/CHART 1 M 1/81

CHAPTER. 91. ASSOCIATE ADMINISTRATOR FOR AIR TRAFFIC

91-1. MISSION. The Associate Administrator for Air Traffic advises and assists the Executive Director for System Operations and the Administrator in directing, coordinating, controlling, and ensuring the safe and efficient utilization of the national airspace.

91-2. ORGANIZATIONAL STRUCTURE. The organizational structure for the Associate Administrator for Air Traffic is shown in figure 1-1. The Associate Administrator for Air Traffic exercises executive direction over the:

- a. Air Traffic Operations Service.
- b. Air Traffic Plans and Requirements Service.
- c. Withdrawn—CHG 6.
- d. Office of Air Traffic System Effectiveness.
- e. Regional Air Traffic Divisions.

91-3. FUNCTIONS. The Associate Administrator for Air Traffic:

- a. Provides for the management of civil and military air traffic in the navigable airspace by developing and recommending national policies and establishing national programs, regulations, standards, and procedures for management of the airspace, operation of air navigation and communications systems and facilities, separation and control of, and flight assistance to, air traffic.
- b. Provides for the security control of air traffic to meet the national defense requirements.
- c. Operates the FAA national and international flight information and cartographic programs.
- d. Develops and coordinates U.S. policies, standards, and procedures related to international air traffic.
- e. Develops and implements procedures related to operational telecommunications services based on agency policy, standards, and guidelines.
- f. Exercises operational control and technical direction of the air traffic control system and exercises line authority for day-to-day operations of the system.

91-4. AUTHORITY. With respect to all matters within the associate administrator's sphere of responsibility, the Associate Administrator for Air Traffic is authorized to:

- a. Take action and issue orders in the name of the Executive Director for System Operations, except for those matters for which the Administrator has specifically reserved authority or otherwise provided.

- b. Represent the Executive Director for System Operations.

- c. Act on any matter for which specific delegation of authority has been made to the associate administrator or to any element under the associate administrator's executive direction.

91-5. SPECIAL DELEGATIONS. The associate Administrator for Air Traffic has authority, with power of redelegation (except where limited by agency order or regulation), to:

- a. Sign on behalf of the Administrator, FAA Form 7000-1, Part A, "Authorization to Flight Deck," and Part B, "Certificate of Entitlement to Access to Aircraft or Free Transportation."

- b. Issue, subject to the approval of the Chief Counsel as to its form and legality, notices of proposed rule-making and to make, issue, amend, and revoke rules, regulations, and order under Section 307(a) of the Federal Aviation Act of 1958, as amended, pertaining to the use of the navigable airspace.

- c. Grant authorization for operation of an aircraft in the District of Columbia Prohibited Area (P-56), P-40 Thurmont, Maryland, and P-73 Mount Vernon, Virginia.

- d. Act for the Administrator with regard to authorizations provided for under FAR Part 91 (sections 91.70(a) and 91.119).

- e. Issue, subject to the approval of the Chief Counsel as to its form and legality, notices of proposed rule-making and amendments to Parts 65 (Subpart B), 71, 73, 75, 91 (Subpart B, except section 91.116), 93, 99, 101, 103 (Subpart B, except sections 103.9 and 103.15), 105 (except sections 105.11, 105.13, 105.15, 105.33, 105.35, 105.37, and Subpart C), 157, and 189 of the Federal Aviation Regulations (FAR); grant or deny requests to extend the time specified in the notice for the submission of data, views, or arguments in response thereto.

- f. Grant or deny petition for exemption from the requirements of any rule or regulation pertaining to FAR Parts 65 (Subpart B), 71, 73, 75, 91, (Subpart B, except sections 91.116), 93, 99, 101, 103 (Subpart B, except sections 103.9 and 103.15), 105 (except sections 105.11, 105.13, 105.15, 105.33, 105.35, 105.37, and Subpart C), 157, and 189 of the Federal Aviation Regulations, subject to the approval of the Chief Counsel as to form and legality.

- g. Issue a determination as to whether a proposed construction would be a hazard to air navigation based on an

aeronautical study received from a regional air traffic division.

h. Act as the agency focal point for communications with the Federal Communications Commission on matters relating to antenna tower construction and/or hazards and antenna farm areas.

i. Decide upon a petition initiated under section 77.37(a), whether a determination issued under section 77.19 or section 77.35 or a revision or an extension of the determination under section 77.37(c) should be reviewed, and also to decide the procedural basis upon which the review will be made; and affirm, revise, or reverse such a determination. Where a petition under section 77.37(a) precipitates a policy determination which the associate administrator or the Chief Counsel concludes is of such controversial nature that the matter should be considered by the Administrator, the associate administrator will refer the petition, together with his recommendations and those of the Chief Counsel, to the Administrator for action.

91-6. SPECIAL RELATIONS. The Associate Administrator for Air Traffic has line authority for operational control over the air traffic control system. Included are all matters pertaining to traffic management, air traffic staffing, financial resources, standards and procedures, airspace management, system evaluation, and policy direction to assure standardization and uniformity throughout the system. Regional administrators are responsible for providing administrative support.

91-7. to 91-9 RESERVED.

91-10. EXECUTIVE STAFF. The Executive Staff advises and assists the Associate Administrator for Air Traffic in planning, directing, controlling, and evaluating a variety of national technical (human relations, labor/management relations, career management, training requirements and certification) and administrative air traffic programs, and provides staff support to the associate administrator, headquarters and regional air traffic offices in areas of administrative, financial management, personnel, and material needs. The staff:

a. Develops and monitors application of FAA standards, policies, and programs for the technical certification and rating of operational air traffic control specialists and air traffic control tower operators.

b. Is the principal staff element to the Associate Administrator for Air Traffic with respect to air traffic control and managerial training. Develops air traffic control training plans, programs, and requirements to ensure the safe and efficient control and separation of and flight assistance to air traffic.

c. Identifies the need for and develops national air traffic technical, management, and career development training requirements to ensure that training is responsive to the operational requirements of the system. Determines impact new requirements will have on the controller work force and initiates programs and policy guidance to enhance standardization in controller on-the-job training, position certification, performance evaluation, and career development.

d. Serves as the air traffic national focal point for professional societies, unions, and other agency organizational elements in the development and application of policies, practices, guidelines, criteria, and processes associated with personnel matters, labor/management relations, human relations, health and welfare, substance abuse, and career development affecting air traffic and ensures the needs of the air traffic control system are understood and met. Monitors implementation to ensure uniform application and provides guidance to air traffic headquarters and regional managers in developing and applying agency rules and regulations.

e. Establishes programs and systems for air traffic managers, supervisors, and controllers to generate input on programs and policies that affect them individually, or as a group, to ensure improvement in the work environment and permit day-to-day participation in air traffic operations that enhance the safe and efficient utilization of airspace.

f. Develops the air traffic position and requirements for personnel regulations under the jurisdiction of the Office of Personnel Management, which are the functional responsibility of the associate administrator such as facility classification, air traffic controller qualification standards, and pay. Serves as advocate and liaison with the Associate Administrator for Human Resources Management on such matters.

g. Serves as AAT headquarters liaison between the Offices of Budget and Accounting in the areas of financial planning, proposes financial strategy, and ensures effective fiscal control (including the preparation, coordination, updating, obtaining approval of fiscal estimates and plans, and providing an effective system for such control). Provides administrative, statistical support, and analyses for the Office of Associate Administrator for Air Traffic in such areas as utilization of funding and special line items in the associate administrator's budget.

h. Coordinates with the headquarters Human Resource Management Division in administering all phases of AAT personnel activities, and serves as focal point on personnel matters affecting AAT and tenant organization personnel. Provides guidance to AAT managers in applying agency rules and regulations involving such areas as classification, staffing, employee relations, recognition

and awards, performance standards, equal employment, and substance abuse.

i. Coordinates and administers the AAT affirmative action plan.

j. Monitors the distribution of personnel positions, and reviews pertinent position descriptions and performance standards to accommodate the needs of AAT staffing.

k. Provides administrative management staff support services concerning: paperwork management (directives, distribution, reports, records, forms, and micrographic management programs), office services, physical security, administrative standards and related activities, and management analyses.

ml Coordinates the provisions of the agency's resource management program for the AAT and tenant organizations.

m Develops and implements changes to the air traffic headquarters organizational structure required to carry out the office mission and responsibilities most effectively and economically; conducts functional organization and operational methods surveys.

n. Develops, plans, and conducts such programs/projects as may be required to ensure the availability of appropriate factual data/information for management decisions by the associate administrator and other AAT elements.

o. Provides, as requested by the associate administrator, analytical and research assistance to AAT elements on the resolution of any individual problems by conducting surveys employing quantitative techniques. Conducts headquarters staffing and manpower studies as directed.

p. Develops and correlates requirements to enable the headquarters Human Resource Management Division to ensure that the needs of the Office are met in the development, interpretations, and application of Office of Personnel Management classification and qualification standards affecting AAT and tenant air traffic organizations.

q. Develops and monitors application of standards, policies, and programs for the technical certification and

rating of air traffic control specialists and air traffic control tower operators.

r. Identifies the need for and develops air traffic technical, management, and career development training requirements to ensure that training is responsive to the operational requirements of the system.

s. Establishes programs for air traffic managers, supervisors, and controllers to generate input on items affecting them individually, or as a group, to ensure improvement in the work environment and day-to-day participation in air traffic operations.

t. Participates in the development and application of personnel processes and standards affecting the air traffic field facilities to ensure the needs of the system are understood and met.

u. Establishes and monitors a program to enable air traffic managers to identify employees who have potential for management and staff responsibilities and to foster career development.

v. Participates and serves as the air traffic focal point with other agency organizational elements, professional societies, unions, and others in the development and application of policies, practices, guidelines, criteria, and processes associated with personnel matters, labor relations, human relations, health and welfare, and qualification activities affecting air traffic and ensures the needs of the system are understood and met. Monitors implementation to ensure uniform application.

w. Works with the Office of Training and Higher Education in monitoring and providing staff guidance to the regions in the conduct of all technical training accomplished in the air traffic facilities.

x. Maintains a continued assessment of the human relations environment in air traffic through the use of proven survey methods and techniques. Identify air traffic requirements for diagnostic instruments to be used in air traffic facilities with a view toward determining the extent and/or nature of any counter productive human relations behavior.

CHAPTER 94. OFFICE OF AIR TRAFFIC SYSTEM EFFECTIVENESS

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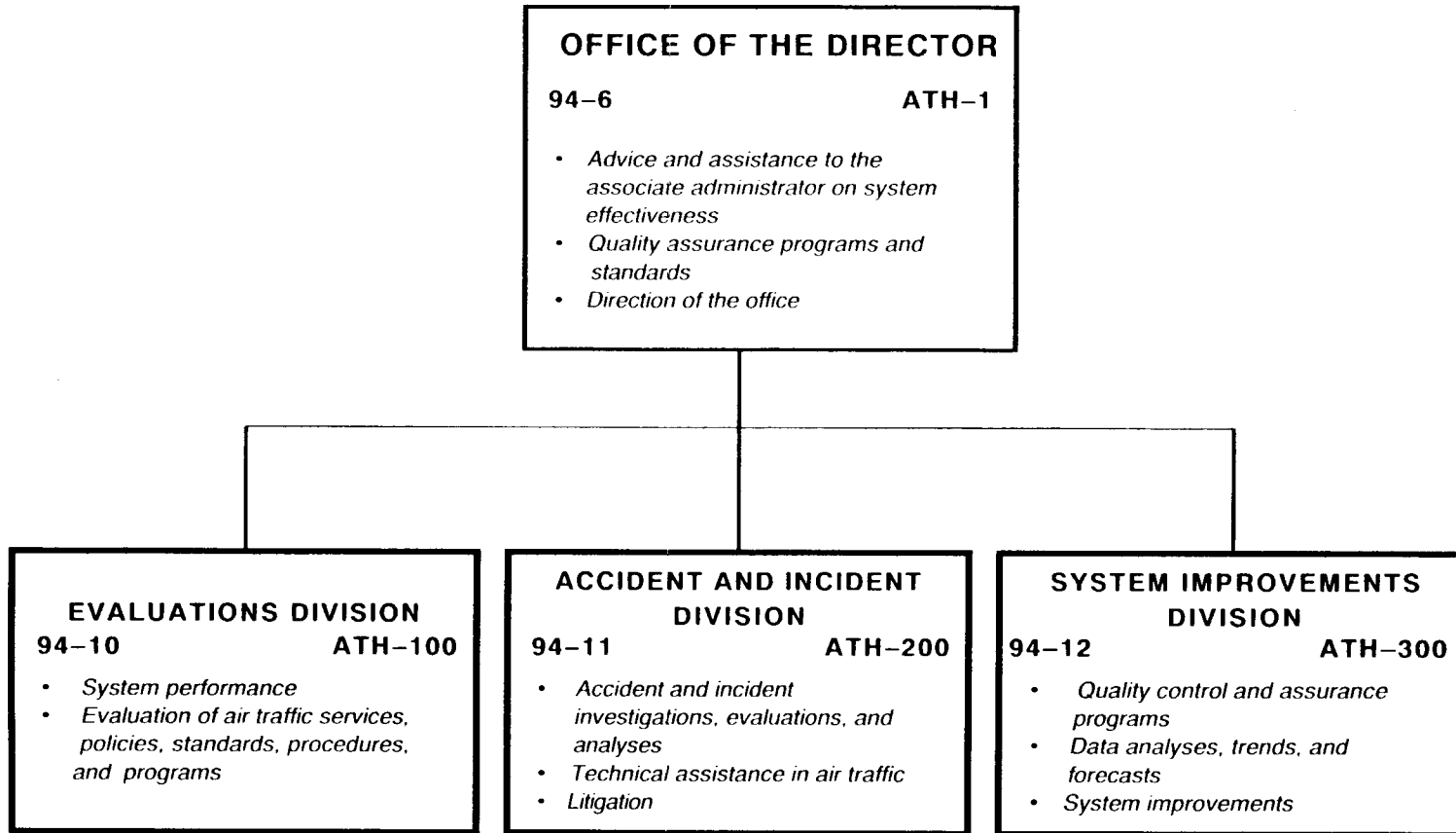


FIGURE 94-1. FUNCTIONAL ORGANIZATION CHART

CHAPTER 94. OFFICE OF AIR TRAFFIC SYSTEM EFFECTIVENESS

94-1. MISSION. The Office of Air Traffic System Effectiveness advises and assists the Associate Administrator for Air Traffic in conducting evaluations and analyses of the quality and effectiveness of air traffic programs, policies, standards, and procedures; conducts comprehensive evaluations and analyses of operational errors and deviations identified in the air traffic control system; investigates air traffic involvement in aircraft accidents; represents air traffic interests in litigation resulting from incidents and accidents; and ensures that appropriate corrective actions are implemented.

94-2. FUNCTIONAL ORGANIZATION. The functional organization of the office is shown in Figure 94-1.

94-3. FUNCTIONS. The office:

a. Maintains a comprehensive air traffic accident and incident data base covering all facets of air traffic operations.

b. Conducts comprehensive evaluations of air traffic system performance; analyzes operational errors, deviations, and accident and incident reports and statistics to identify critical air traffic safety trends and issues in order to develop recommendations to correct causes or prevent recurrences; relays such analyses to responsible offices and services for appropriate followup; reviews special and annual summaries of operational errors and operational deviation analyses prepared by the Associate Administrator for Aviation Safety; reviews analyses and evaluates all facets of the air traffic system to identify innovative and proactive approaches to improving the quality and effectiveness of the air traffic control system; and initiates investigative/preventive actions.

c. Develops recommendations for national policies, procedures, and standards governing accident notification and preparation by air traffic personnel in the investigation of aircraft accidents when air traffic functions are involved.

d. Develops national air traffic quality control programs and ensures they are being maintained and properly documented.

e. Conducts or assists in conducting comprehensive evaluations and analyses, emphasizing particularly:

(1) Overall air traffic control system performance.

(2) Resource allocation and utilization.

(3) Adequacy of policies, standards, procedures, and programs.

f. Ensures that appropriate actions are taken within the Air Traffic organization to correct or prevent the recurrence of operational errors and deviations, as identified in comprehensive evaluations and analyses, and monitors the accomplishment of those actions.

g. Serves as the liaison with the Associate Administrator for Aviation Safety, the National Transportation Safety Board (through the Office of Accident Investigation), the Office of Inspector General, Deputy Associate Administrator for Appraisal, and other aviation safety offices on air traffic system matters.

h. Participates with the Office of Accident Investigation in the investigation of aircraft accidents and incidents with respect to air traffic control or aeronautical communications facilities and provides technical and expert assistance in litigation matters involving air traffic services.

94-4. RESERVED

94-5. OFFICE OF THE DIRECTOR. Under the executive direction of the Associate Administrator for Air Traffic, the director, assisted by a deputy director:

a. Serves as focal point within Air Traffic for coordination with public, private, domestic, military, and international counterpart elements and representatives of safety interests on matters of the quality and effectiveness of air traffic programs.

b. Represents the associate administrator in Government, industry, and academic community gatherings on matters regarding evaluation of air traffic programs.

c. Advises the associate administrator on air traffic programs and policies and serves as focal point for the associate administrator on matters of air traffic quality assurance.

d. Provides leadership and direction in planning, organizing, directing, and controlling office activities.

e. Provides for effective evaluation of program performance and assesses the adequacy of followup to secure correction of deficiencies.

94-6. thru 94-9. RESERVED

94-10. EVALUATIONS DIVISION. The Evaluations Division is responsible for conducting assessments to ensure quality is maintained systemwide in air traffic programs and activities. The division is responsible for identifying trends in the air traffic system by evaluating

and assessing the effectiveness and efficiency of the overall air traffic service.

a. Conducts comprehensive evaluations of air traffic system performance.

b. Develops national air traffic evaluation programs and ensures they are being maintained and properly documented.

c. Conducts or assists in conducting comprehensive evaluations and analyses, emphasizing particularly:

(1) Overall ATC system performance.

(2) Resource allocation and utilization.

(3) Adequacy of policies, standards, procedures, and programs.

d. Monitors and periodically reviews in detail designated major headquarters air traffic programs and activities as a quality control process to ensure proper program/project progress. Identifies any problems or potential problems detected during these reviews.

e. Monitors and tracks designated system plans to ensure successful completion of milestones and plan requirements.

f. Reviews proposed headquarters air traffic major programs and activities to ensure adherence to structured quality assurance/control criteria.

g. Plans, coordinates, and conducts multifacility evaluations/assessments to determine interoperational and traffic management effectiveness.

h. Is the focal point and has lead responsibility for scheduling and conducting full-facility, followup, regional and Washington air traffic offices, and special evaluations.

i. Ensures the appropriate headquarters elements are informed of significant problem areas identified in evaluation reports.

j. Conducts inflight evaluations of the air traffic system using agency/rental aircraft and cockpit authority.

k. Serves as the Air Traffic program office for the evaluation flight program including the issuance of evaluation cockpit authorization and the use of agency or rental aircraft for air traffic evaluation purposes.

l. Serves as a resource for the other divisions in conducting onsite reviews, assessments, and investigations.

m. Identifies suspect/questionable procedures or instructions contained in all appropriate air traffic handbooks as a result of air traffic facility and program evaluations.

94-11. ACCIDENT AND INCIDENT DIVISION. The Accident and Incident Division is responsible for conducting indepth investigations into aberrations in the national air traffic system; i.e., accidents, operational errors, etc. The division is also the air traffic focal point for interaction with other safety-related organizations in matters relating to aircraft accidents and air traffic incidents. The division:

a. Develops recommendations for national policies, procedures, and standards governing accident notification and preparation by air traffic personnel in the investigation of aircraft accidents when air traffic functions are involved.

b. Serves as the focal point within Air Traffic for coordination and liaison with the Office of Accident Investigation, the National Transportation Safety Board, the Office of Inspector General, and other aviation safety offices on air traffic system accidents and incidents.

c. Participates in the investigation of aircraft accidents and incidents with respect to air traffic control or aeronautical communications facilities and provides technical and expert assistance in litigation matters involving air traffic services.

d. Conducts inflight evaluations of the air traffic system using agency/rental aircraft and cockpit authority when investigating accidents and air traffic incidents.

e. Participates in both civil and military aircraft accident investigations in accordance with established directives.

f. Identifies suspect/questionable procedures or instructions contained in all appropriate air traffic handbooks as a result of operational error/air traffic incident/accident investigations and onsite assessments.

g. Provides technical assistance to the Office of the Chief Counsel and to the Department of Justice attorneys in support of the U.S. Government's position in lawsuits.

h. Serves as the focal point for notification procedures and alerts the director and/or associate administrator of designated incidents/accidents involving air traffic control handling.

i. Serves as the national focal point for the reclassification of operational errors/deviations.

94-12. SYSTEM IMPROVEMENTS DIVISION. The System Improvements Division serves as the advocate for the Associate Administrator for Air Traffic for the development and implementation of quality control/assurance programs and standards within the national air traffic control system. The office develops and conducts studies of the national air traffic system using statistical processes such as modeling, charting, trend analysis, frequency distributions, etc., for the purpose of identifying and predict-

ing problem trends. Additionally, it is responsible for implementing and tracking corrective actions which result from evaluations, analyses, and accident and incident investigations. The division:

a. Represents the Associate Administrator for Air Traffic, in an advocacy role, in matters concerning the development and implementation of quality assurance programs.

b. Maintains a comprehensive air traffic accident and incident data base covering all facets of air traffic operations.

c. Analyzes operational errors, deviations, and accident and incident reports and statistics to identify critical air traffic safety trends and issues in order to develop recommendations to correct causes or prevent recurrences. Relays such analyses to responsible offices/services for appropriate followup. Also reviews special and annual summaries of operational errors and operational deviation analyses prepared by/for the Associate Administrator for Aviation Safety.

d. Ensures that appropriate actions are taken within the Air Traffic organization to correct or prevent the recurrence of operational errors and deviations, as identified in comprehensive evaluations and analyses.

e. Reviews/tracks recommendations for national policies, procedures, and standards governing the air traffic system and personnel to improve system effectiveness.

f. Disseminates reports of evaluations, trend analyses, and accident and incident investigations to air traffic organizational elements for review and corrective action.

g. Serves as the focal point for office automation within the Office of Air Traffic System Effectiveness.

h. Develops improved evaluation programs and processes using sampling techniques, modeling, etc., to increase the effectiveness and efficiency of evaluation/investigation efforts.

i. Serves as a source of inquiry and a resource for the other divisions for preparation of major evaluations and resolving safety issues.

j. Advises the Associate Administrator for Air Traffic of the advantages and disadvantages of potential changes in the ATC system and its operations, policies, and practices.

k. Performs statistical, analytical, qualitative, and engineering studies to support thorough investigations of air traffic incidents and accidents.

l. Develops procedures for programs and projects in order to identify and evaluate options for improving system operational safety performance.

m. Serves as the national coordinator for the Flight Assist Program.

n. Reviews and assesses documentation of designated new headquarters air traffic programs and activities to ensure quality control procedures are in compliance.

o. Monitors air traffic effectiveness in quality control, communications, responsiveness, coordination of program and activity through periodic review of reports, and/or documentation.

p. Tracks actions taken within Air Traffic organizations to correct or prevent the recurrence of operational errors and deviations and accidents/incidents as identified through investigations, evaluations, and analyses.

q. Monitors and periodically reviews in detail designated major headquarters air traffic programs and activities as a quality control process and provides the results of these reviews to the appropriate air traffic offices.

r. Reviews all analyses and evaluates all facets of the air traffic control system to identify innovative and proactive ways to improve the quality and effectiveness of the ATC system and initiates investigative/preventive measures, as appropriate.

s. Manages the Air Traffic Unsatisfactory Condition Reporting (UCR) Program, Operational Error/Deviation Investigation and Reporting Program, and other programs designated by the director. Oversees the Aviation Safety Reporting System Program as it applies to air traffic.

